

Wednesday, February 7, 2018 at 4:39 PM

From: ICANN Global Support <noreply-globalsupport@icann.org>

Date: Wednesday, February 7, 2018 at 4:39 PM

Subject: Notification - Upcoming SLA Monitoring System API



Dear Colleague,

This is to notify you of a new Service Level Agreement (SLA) Monitoring System API (MoSAPI) for registries planned for launch during the first half of 2018. The MoSAPI will enable your team to monitor compliance with Specification 10 of the Registry Agreement in near real-time.

The MoSAPI will include the ability to:

- Monitor the state of a TLD.
- Monitor the alarm status of a service.
- Monitor the availability of a service.
- Monitor the state of a particular incident.
- Monitor the false positive flag of an incident.
- Query a list of incidents for a service.
- Query the list of measurements for an incident.
- Query the details of a particular measurement.
- Retrieve the list of IP addresses used in the probe node network.
- Manage maintenance windows:
 - Create or update a maintenance window schedule to suspend SLA Monitoring System Registration Data
 - Directory Service (RDDS) and Extensible Provisioning Protocol (EPP) 10 percent emergency threshold alerts for a predefined period.
 - Delete a maintenance window schedule.
 - Retrieve a maintenance window schedule.
 - Obtain a list of maintenance windows that have not yet ended.

Beta testing of the new MoSAPI platform began 13 January 2018 with pilot users. Participation in the beta program is open to all registries. The beta system will allow you to start retrieving monitoring production data and create maintenance window objects

that will be honored by the alerting system. The technical specification of the system is [here](#).

The beta program is intended to allow users to test the new interface. Feedback from the beta program will be used to address any issues uncovered during testing prior to the production version launch.

You can access the beta test system from the IP addresses that you have whitelisted for accessing the Registry Reporting Interface (RRI) with your RRI credentials.

The MoSAPI is being provided over IPv4 and IPv6. If you are planning on accessing the MoSAPI using IPv6, please provide both the IPv6 and IPv4 prefixes that you will use to connect to the MoSAPI for whitelisting through the Naming Services portal.

The list of probe node IP addresses located at <https://tld-monitor.icann.org/nodes.txt>, <https://tld-monitor.icann.org/nodes.csv>, and <https://tld-monitor.icann.org/nodes.json> will be retired at a date to be announced. Implementing MoSAPI will ensure uninterrupted access to the list of probe node IP addresses.

A new feature of the MoSAPI is the ability to schedule and inform ICANN of maintenance windows on the monitored services. Creating a maintenance window through the API allows the registry to comply with the notice requirements of the Registry Agreement, but with the benefit that alerts for RDDS and EPP at 10% are automatically suppressed. We recommend that registries start working on implementing this functionality because future plans include discontinuing use of the tld-maintenance-notification@icann.org email for these purposes.

More information about MoSAPI is available by viewing this presentation and audio recording from the ICANN60 session [here](#).

If you have questions or would like to provide beta testing feedback please contact ICANN's Global Support Center by [email](#) or at one of the phone numbers found [here](#).

Best regards,

GDD Technical Services and Registry Services Teams
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